

New Life Counseling Financial Assistance Program Plain-Language Summary

What Is It?

New Life Counseling provides financial assistance for mental health care to patients with limited income who meet eligibility criteria.

Who Qualifies?

Eligibility is based on household size and income verification. Patients with income up to 200% of the Federal Poverty Level (FPL) may qualify for assistance. Patients with Medicare, Medicaid, or TriWest insurance may qualify for a discount on services provided by an intern by showing their insurance card; no income verification is required for this option. Additional temporary support may be available for those experiencing unexpected financial hardships through the Waiver Assistance Program (patients will need to speak with their provider for any waiver assistance).

How to Apply:

- Submit an application via the patient portal, mail, fax, or email (billing@newlife-counseling.com).
- Applications must be completed before or within five days of the appointment.
- Income verification (e.g., recent pay stubs, tax returns) is required to determine eligibility.

What Services Are Covered?

Discounts apply to therapy services provided by participating providers. A list of participating providers can be found on our website. Co-pays, coinsurance, deductibles, and no-show fees generally cannot be waived, except in rare cases.

Additional Notes:

- Assistance is approved for up to 12 months at a time.
- Providing false information or failing to supply necessary documentation can result in denial.
- Appeals are allowed for denied applications.

For more information or help, visit New Life Counseling's website or contact the billing department.

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